

LONG-DISTANCE DISCONNECT NOTICE

Generic Communications Corporation

[date]

Customer Name

Address 1

Address 2

City, State, Zip

Account Number: XXXXXXXXX

Total Past Due: \$ XXXX.XX

Toll charges past due: \$ XXX.XX

Our records indicate that your account has a delinquent balance. Your long-distance service will be disconnected on *[disconnection dates in the disconnection window falling on a weekday but not Fridays, not Vermont legal holidays, and not days on which or days before the company's offices are closed]* unless:

1. The past due balance is paid in full by [date] OR
2. *[You enter into an extended repayment plan with Generic Communications, if the company offers such a plan OR]*
3. If you are a residential customer receiving long-distance service at your primary residence, you advise *Generic Communications* that you will present to *Generic Communications*, no more than seven days later, a statement from a physician or licensed primary health care provider certifying that disconnection of long-distance telephone service will result in an immediate and serious health hazard to you or to a resident within your household. The use of a medical emergency certificate may be used to prevent the disconnection of long-distance service once in any 12-month period.

[if offered by the long-distance carrier: In order to resolve this matter you may contact Generic Communications and we will negotiate a reasonable repayment plan.]

[company representative name or title]

Generic Collections Center

P.O. Box 0000

Town, State 00000-0000

Phone: 800-NXX-XXXX

Hours: *[Hours of operation]*

You may request the assistance or advice of the Consumer Affairs and Public Information Division of the Vermont Department of Public Service. In addition, the Consumer Affairs and Public Information Division can provide you information on how to submit a dispute regarding the delinquent balance to the Public Service Board.

Consumer Affairs and Public Information Division

Vermont Department of Public Service

112 State Street, Drawer 20

Montpelier, VT 05620-2601

Phone: 800-622-4496 or 802-828-2332

TTY: 800-734-8390

Hours: 7:45 am to 4:30 pm Mon-Fri

If we are required to *[collection action other than disconnection that the company may take]*, you will be charged a fee of \$xx.xx for restoration of service. You may be charged a cost for disconnection, and/or collection costs, in the amount of *[xxx]* and *[xxx]* respectively. You may also be charged a deposit prior to restoration of service in an amount as much as \$xxx.xx, which is *[two-twelfths of the reasonably estimated charge for the following twelve months of service, or some other calculations producing a lesser amount]*.